

VA



U.S. Department
of Veterans Affairs

SSVF National Webinar: Veteran Satisfaction Survey Updates & **SQUARES**

May 12, 2022

[Link to Audio](#)

Housekeeping



Webinar will
last for 1.5
hours



Slides &
handouts are
in the
“handout”
section



Recording,
Handouts &
Slides will be
sent via email



Submit questions in
the question box or
any time at
ssvf@va.gov

Presenters

Leisa Davis, *SQUARES Admin, VHA/Homeless Programs Office*

Rico Aiello, *SSVF Compliance Project Coordinator*

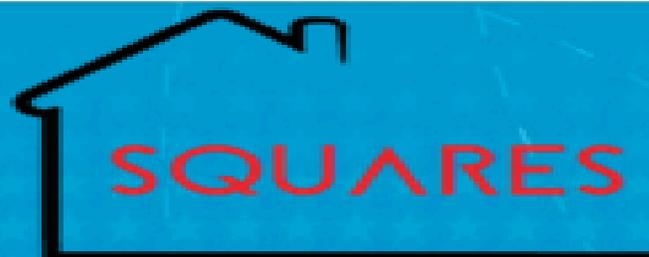
Mike Boyd, *SSVF Regional Coordinator*

Katie Morrissett, *SSVF Regional Coordinator*

Viola White-Douglas, *SSVF Regional Coordinator*

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Using Data to End Veterans Homelessness

**Presented By
Department of Veterans Affairs
Veterans Health Administration
Homeless Program Office**

**Leisa Davis
SQUARES Administrator
May 12, 2022**

Link to SQUARES Video

<https://www.youtube.com/watch?v=KTDw4Lh7Kso>



POLLS

Agenda



- Overview
- User Types and Approval Hierarchy
- >20+ Registered Organizations
- Application Process Steps
- Search Options
- Recent/Pending Enhancements
- Helpful Resources
- Request for Volunteers
- Questions and Answers





Using Data to End Veteran Homelessness

Status Query and Response Exchange System (SQUARES) is a web-based application that returns unique information regarding the Veteran's particular status and eligibility for healthcare and/or homeless program services in a secure environment. Depending on the SQUARES outcomes, VA employees and homeless service providers are provided with an eligibility determination so they can begin the enrollment or referral process to assist Veterans with accessing VA healthcare and homeless programs--Supportive Services for Veterans Families (SSVF) and Grant and Per Diem (GPD). For more information, watch the [SQUARES Video](#) and visit: [SQUARES Resource Website](#)



Veterans who are not eligible for GPD/SSVF are assisted with referral services to local community resources.



Total Users: Over 2,600
(VA: 574)
(NonVA: 2,063)

As of May 3, 2022

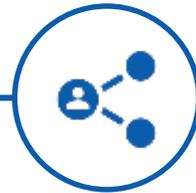


Over 200,000 queries were conducted to obtain Veteran eligibility information

Brief Recap on Application Process



Review the [SQUARES Video](#) and complete the [Online Training](#)
Refer to the [SQUARES Resources Website](#) to complete the access application based on your specific user type
(Review the [Getting Started Tips and Access Instructions](#))
--Part 1: Request New Account
--Part 2: Assess Existing Account
Register Organization and sign a Data Use Agreement



Acquire Approvals Within 24-48 Hours
(Refer to the next slide for the Approval Hierarchy)
(NonVA Users are approved by their Designated SQUARES Manager)
(VA Users and SQUARES Managers are approved by the SQUARES Admin)



Conduct Search to Assist Veterans
(There are three search options:
Single, Bulk or Advance)

VA Users are approved by VA's SQUARES Admin, so they **are not required** to designate a SQUARES Manager.

After SQUARES Managers are granted access, Non-VA Users can apply for access and their requests will be automatically routed to their designated SQUARES Manager for review/approval.

User Types

Approval Hierarchy

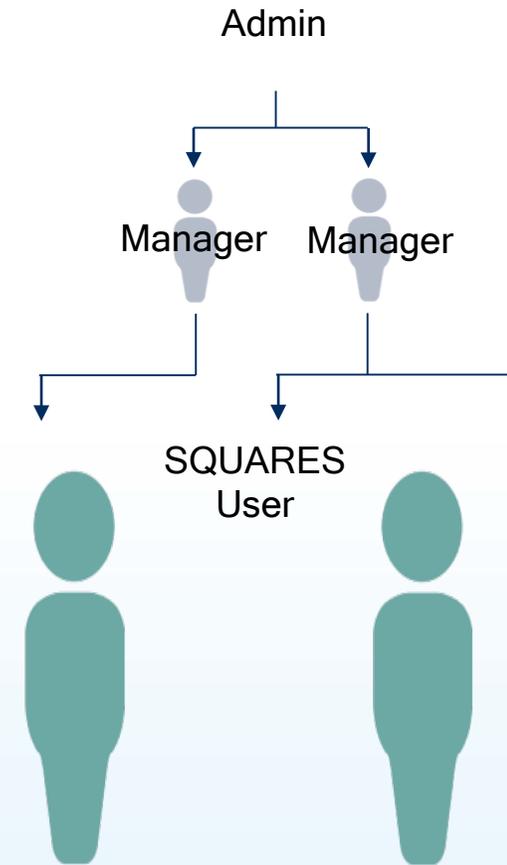
SQUARES Admin: VHA Homeless Project Manager approve SQUARES Managers and VA Users

SQUARES Managers: Designated Approving Officials for External Organizations (VA Grantees, Community Partner Organizations, Law Enforcement, Federal, State, Local Government Agencies).

(Note: Organizations that are not VA Grantees need to acquire endorsement from a VA Colleague and sign a Data Use Agreement to support their business need to use SQUARES)

(Note: VA Employees **are not required** to designate a SQUARES Manager)

Standard SQUARES Users: VA Employees and Community Partner Organizations (VA Grantees, Community Partner Organizations, Courts, Prisons, Law Enforcement, Federal, State, Local Government Agencies) are approved by their SQUARES Managers



≥20 Registered Organizations



States	# of Registered Organizations
CA	113
FL	73
TX	49
WA	39
OH	36
MI	36
IL	29
MA	29
PA	29
NC	25
NY	24
OR	23
IN	23
PA	21
TN	20

11

Recent and Planned Enhancements

Recent Enhancements

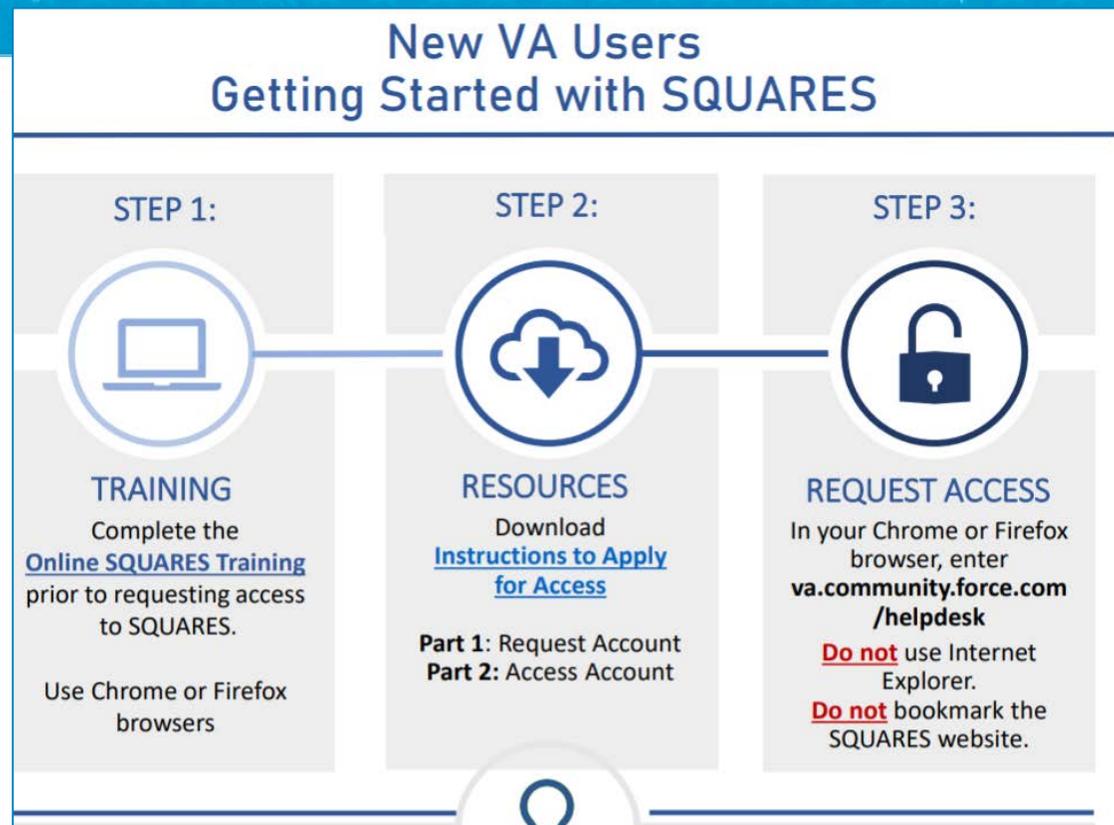
- **SQUARES Video**
- **Help Desk Ticketing System**
- **External SQUARES Manager Self Service Portal**
- **Advance Search**
- **Updates to the Bulk Search**
- **Users and Managers Resource Pages**
- **Refresh to the Internal/External Websites**
- **Expansion of User Acceptance Tests**
- **Email Notifications**

Planned Enhancements for 2022

- **How To Videos**
- **Refresh Eligibility Business Logic**
- **Updates to Training Materials**
- **Managers Dashboards**
- **Feedback Loops**
- **Listening Sessions**
- **Focus Groups**

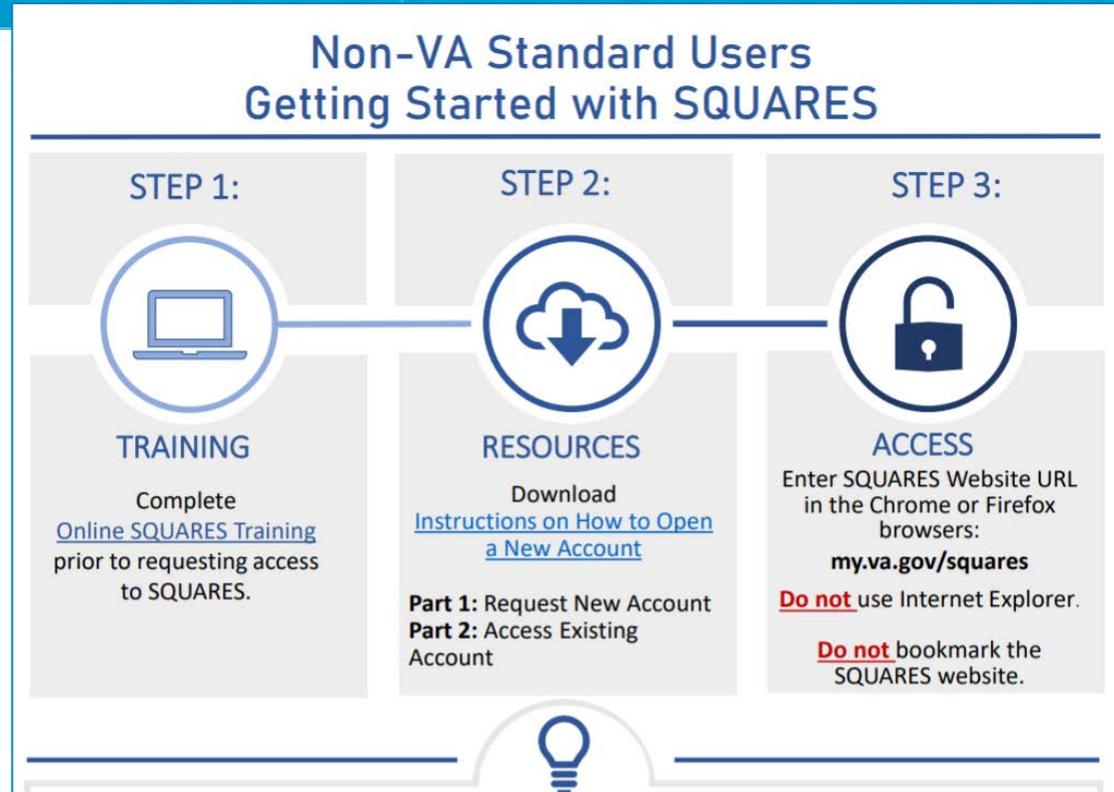


Application Process Steps for VA Users



Application Instructions are located on the [SQUARES Resources Website](#)
(Review the Getting Started with SQUARES and Access Instructions before applying for access)

Application Process Steps for Non-VA Standard Users



Application Instructions are located on the [SQUARES Resources Website](#)
(Review the Getting Started with SQUARES and Access Instructions before applying for access)

Application Process Steps for SQUARES Managers (VA Grantees)

Getting Started with SQUARES (New SQUARES Managers - VA Grantees)

STEP 1:



COMPLETE Online
SQUARES
Training

Note: Please complete Online Training before going to Step 2.

STEP 2:



APPLY FOR ACCESS

Download
Instructions to Managers
Quick Reference Guide

Select SQUARES Manager as your application.

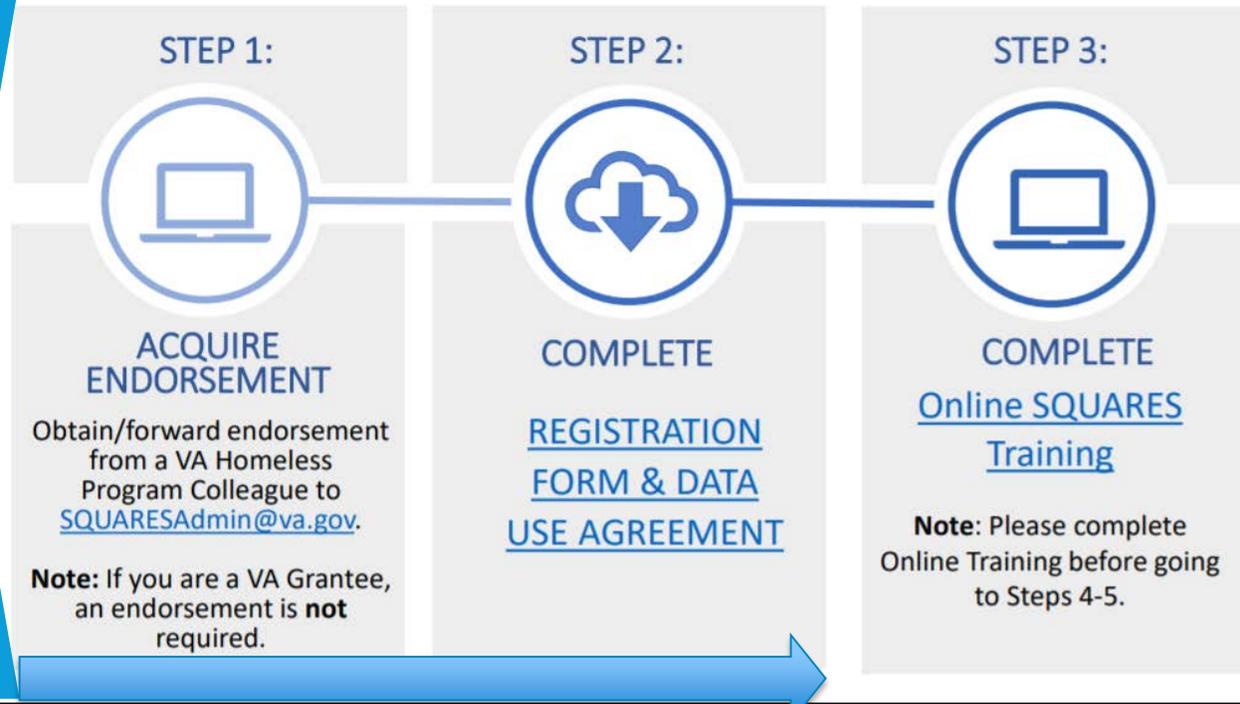
Application Instructions are located on the [SQUARES Resources Website](#).
(Review the Getting Started with SQUARES and Access Instructions before applying for access)

Application Process Steps for SQUARES Managers (Non-VA Grantees)

New SQUARES Organization Accounts Getting Started with SQUARES (New SQUARES Managers)

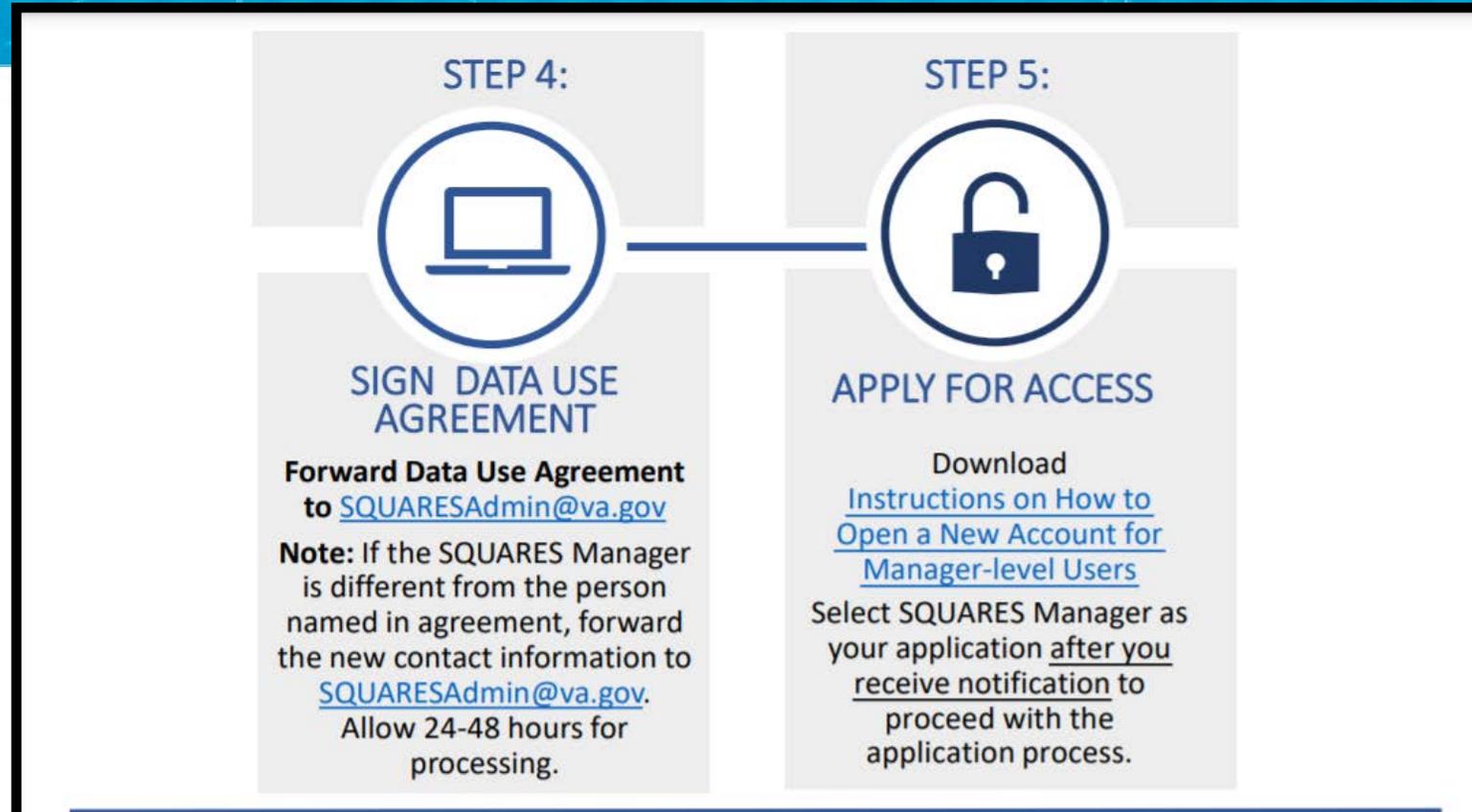
External Orgs (Non-VA Grantees) may contact VA Colleagues to request an endorsement to support their business need to use SQUARES.

Data Use Agreements are required.



Application Instructions are located on the [SQUARES Resources Website](#).
(Review the Getting Started with SQUARES and Access Instructions before applying for access)

Application Process Steps for SQUARES Managers (Non-VA Grantees)

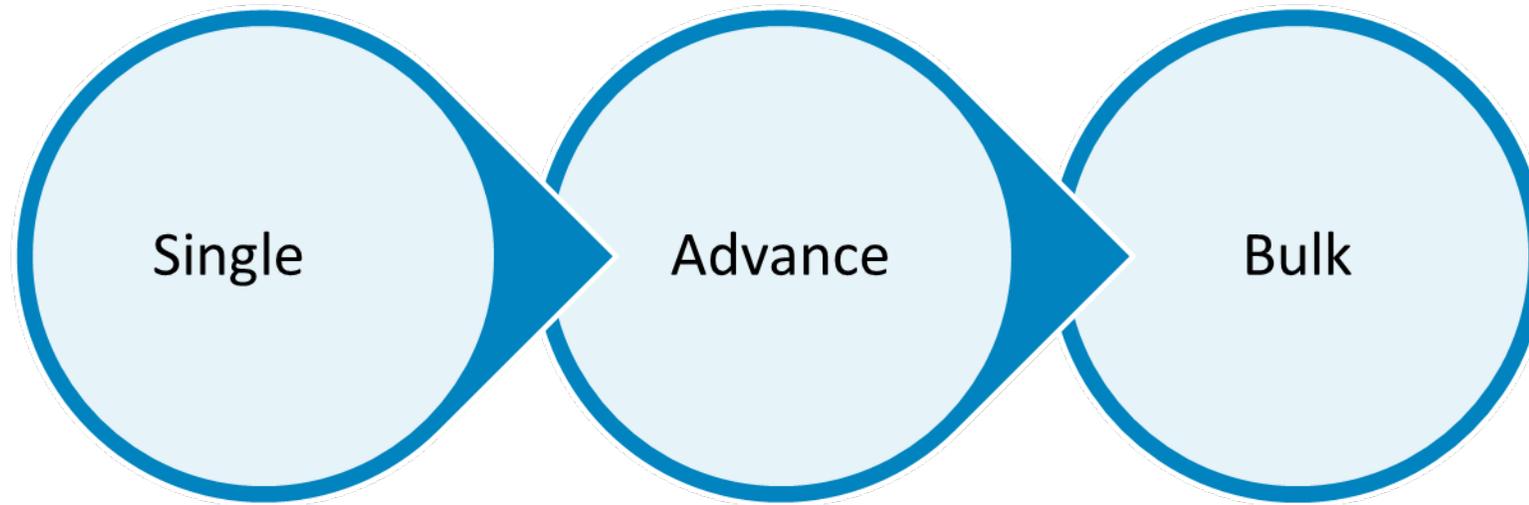


Visit the [SQUARES Resources Website](#) for specific application instructions.
After the SQUARES Managers acquire access, the Standard Users (within their organization) can apply.
All Standard Users requests will be automatically routed to the organizations' SQUARES Managers for review/approval.

User Type Permissions

Action	SQUARES Internal Standard Users	SQUARES External Standard Users	SQUARES Managers	SQUARES Admins
Apply for access (Each user must independently apply for access)	X	X	X	X
Review SQUARES Video and Complete Online Training (prior to applying for assess)	X	X	X	X
Register Organization & Sign Data Use Agreement (Obtain an endorsement from a VA Colleague to apply for access)			X (Orgs that are not VA Grantees)	
Initiate Single, Bulk, Advance Search	X	X	X	X
Update ID.Me Profile Info (External SQUARES Managers/Users Only)		Contact SQUARES Admin@va.gov	Contact SQUARES Admin@va.gov	X
Submit Help Desk Ticket (Registered Users) (NonRegistered Persons will need to contact SQUARESAdmin@va.gov)	X	X	X	X
Designate a Replacement SQUARES Manager (Backup)			X	
Reactivate/Deactivate & Approve/Disapprove Users			X <90 Days of Deactivation	X >90 Days of Deactivation
Recertify Users in Mar & Sept			X	
Participate in User Acceptance Tests (2 nd Tues: Kickoff Call; Wed: 1-Hr Test)	X	X	X	X

Three Search Options



Populate the fields with the Veteran's information and the system will return results

Provides extensive info on the Veteran from various sources

Populate the template with several Veterans and the system will return results



Single Search

Populate the fields with specific identity attributes (Name, DOD, SSN, Gender) and click on search.

The system will return information regarding Veterans' status and eligibility from homeless programs

Refer to the [Single Search Guide](#) for more information.

Help Desk Manager Resources User resources QA1

SQUARES
Using data to end Veteran homelessness

Single Veteran Search

Individuals with very common names, searches will almost always fail without SSN.

First Name: Lisa
Last Name: Orwell
SSN: 601507656
Date of Birth:
Gender:

No Veteran record found: By clicking the "Triage Search" button to the right, you can automatically triage this search against the Advanced database.

If you need additional information, click on Triage Search (in the bottom left corner) and you will be redirected to the Advanced Search.

Advanced Search

Home Advanced Search Bulk Veteran Search Help Desk Manager Resources User Resources UAT

Ask a question...

Single Veteran Search - Advanced

Enter as many fields as possible. The SSN field is required for the Advanced Search. If triaged from the basic search, fields will be pre-populated, but can be edited if need-be. There are 3 databases that can potentially return results. If a database returns a result, its section will automatically display on the screen. If it does not, it will not display. If no results are returned, an error message will return. Click on the Section title to expand it and view the results. Field codes will display automatically below search results. [here](#) for standalone document.

First Name

Last Name

* SSN

Date of Birth

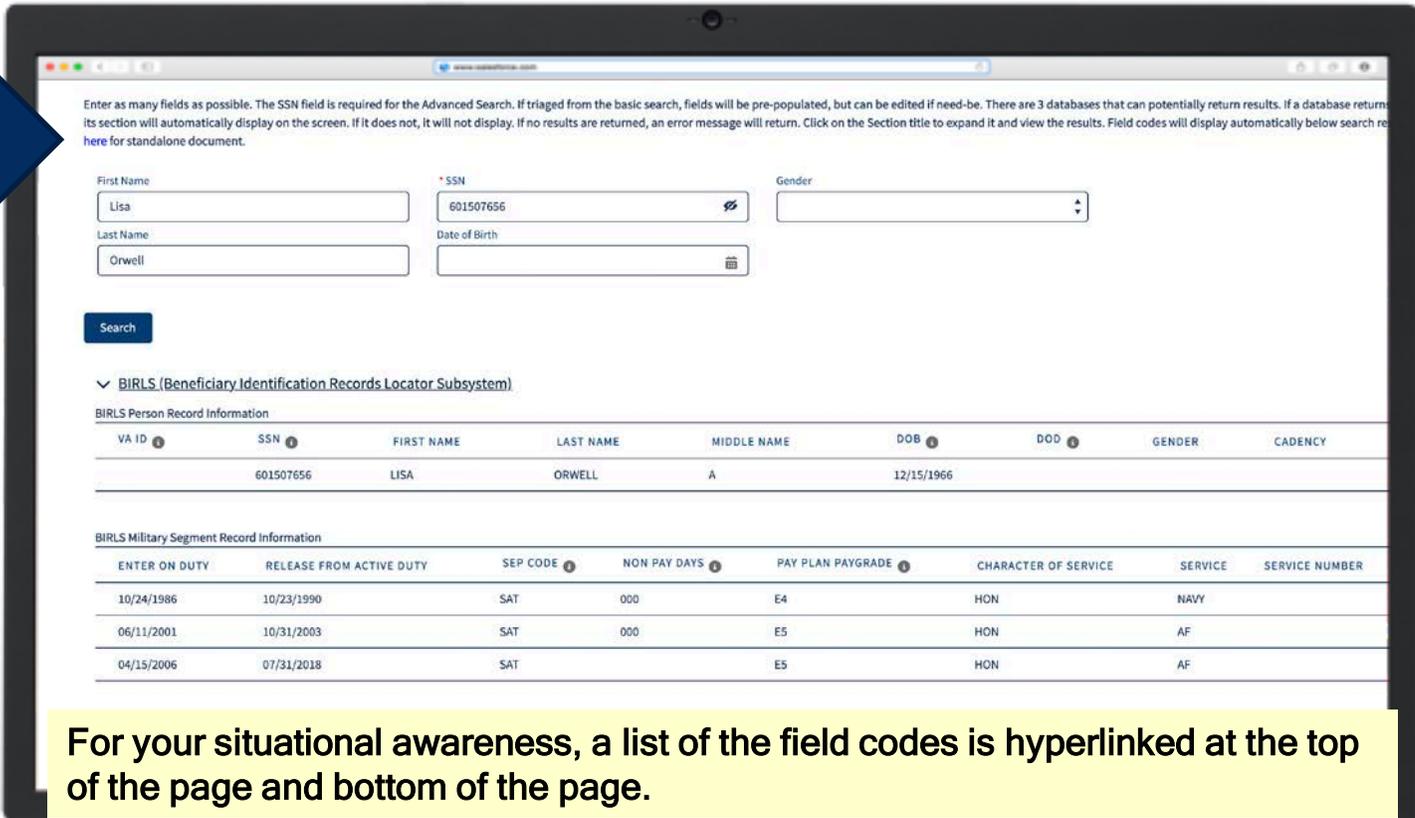
Gender

Search

In addition to reaching the Advanced Search from the Triage (noted on the previous slide—Single Search), you can reach it directly by clicking on Advanced Search from the Navigation bar.

After you populate all fields: Name, DOB, SSN, Gender to conduct an Advanced Search, you will be redirected to additional data. (Refer to the next slide)

Advanced Search (Continued)



Enter as many fields as possible. The SSN field is required for the Advanced Search. If triaged from the basic search, fields will be pre-populated, but can be edited if need-be. There are 3 databases that can potentially return results. If a database returns a result, its section will automatically display on the screen. If it does not, it will not display. If no results are returned, an error message will return. Click on the Section title to expand it and view the results. Field codes will display automatically below search results. See [here](#) for standalone document.

First Name: Lisa
Last Name: Orwell
SSN: 601507656
Date of Birth:
Gender:

Search

▼ [BIRLS \(Beneficiary Identification Records Locator Subsystem\)](#)

BIRLS Person Record Information

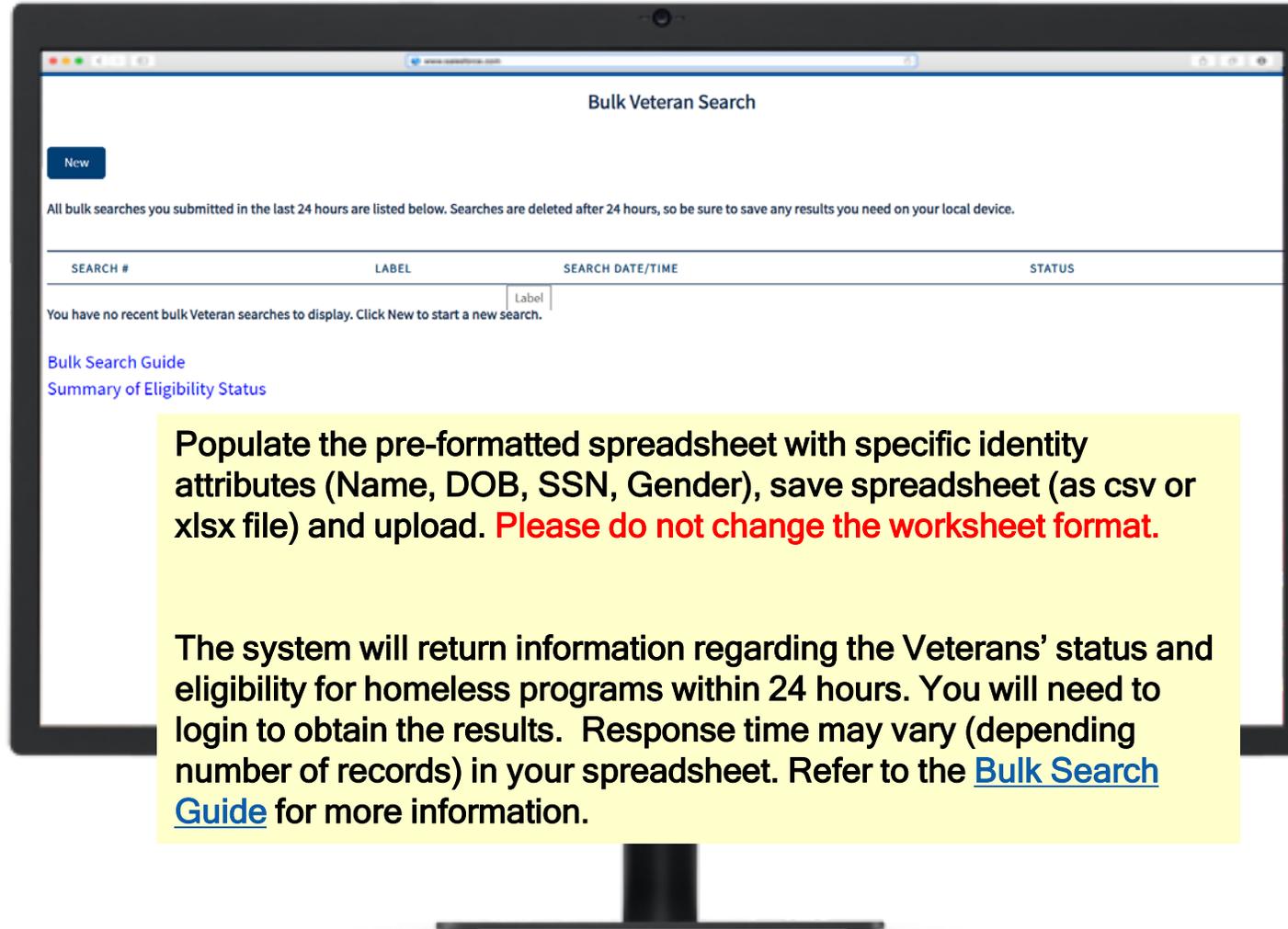
VA ID	SSN	FIRST NAME	LAST NAME	MIDDLE NAME	DOB	DOD	GENDER	CADENCY
	601507656	LISA	ORWELL	A	12/15/1966			

BIRLS Military Segment Record Information

ENTER ON DUTY	RELEASE FROM ACTIVE DUTY	SEP CODE	NON PAY DAYS	PAY PLAN PAYGRADE	CHARACTER OF SERVICE	SERVICE	SERVICE NUMBER
10/24/1986	10/23/1990	SAT	000	E4	HON	NAVY	
06/11/2001	10/31/2003	SAT	000	E5	HON	AF	
04/15/2006	07/31/2018	SAT		E5	HON	AF	

For your situational awareness, a list of the field codes is hyperlinked at the top of the page and bottom of the page.

Bulk Search



Populate the pre-formatted spreadsheet with specific identity attributes (Name, DOB, SSN, Gender), save spreadsheet (as csv or xlsx file) and upload. **Please do not change the worksheet format.**

The system will return information regarding the Veterans' status and eligibility for homeless programs within 24 hours. You will need to login to obtain the results. Response time may vary (depending number of records) in your spreadsheet. Refer to the [Bulk Search Guide](#) for more information.



Helpful Resources

Veteran Status Verification: To prove a participant's Veteran status, Grantees should obtain at least ONE of the following documents:

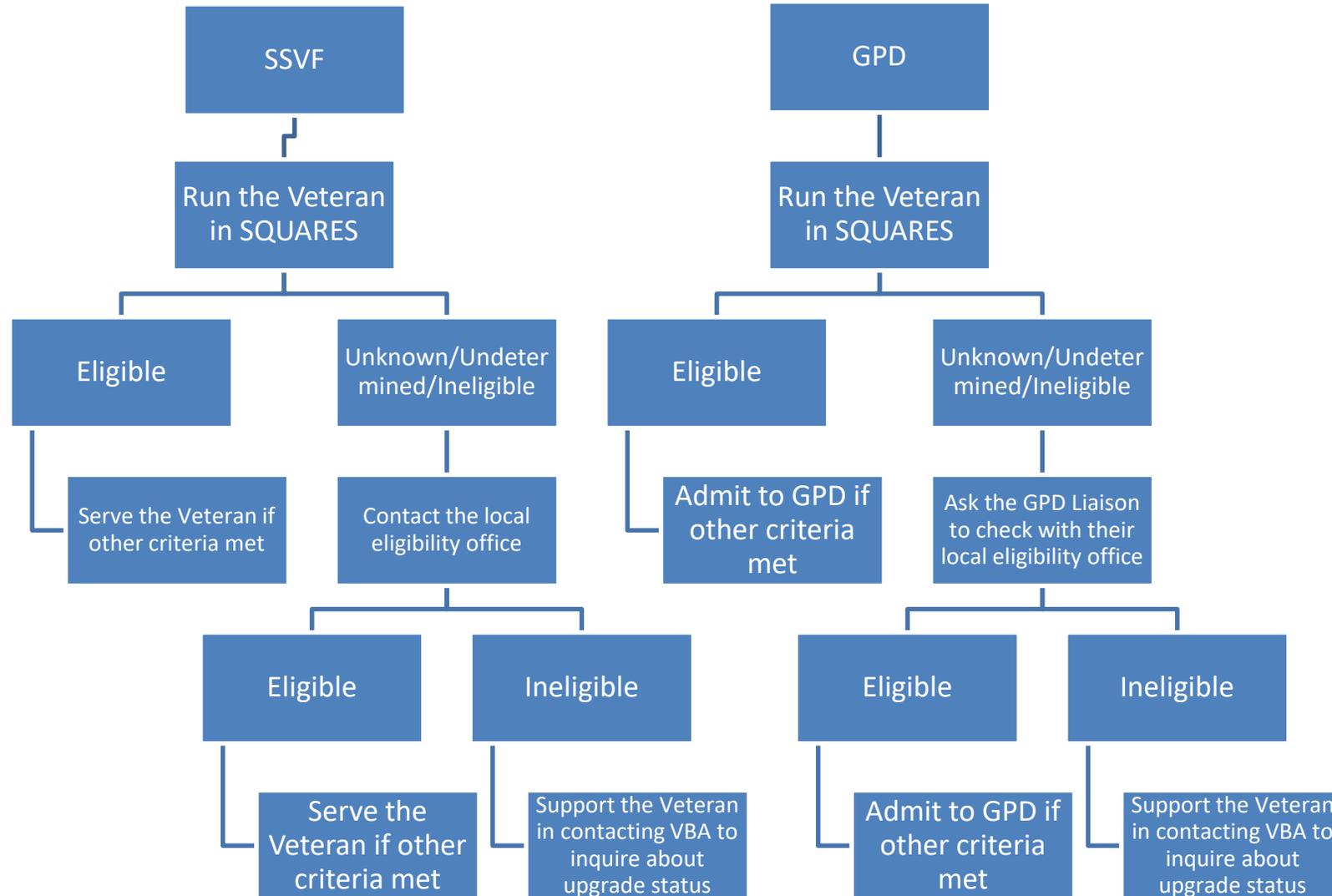
- ✓ SQUARES Printout
- ✓ Veteran Health Administration (VHA) Veteran's Identity Card
- ✓ VA Veterans Choice Card
- ✓ VA Photo ID Card
- ✓ Veterans Benefits Administration (VBA) Statement of Service (SOS)
- ✓ VISTA printout from VHA Healthcare Provider
- ✓ VA Hospital Inquiry System (HINQS)
- ✓ VBA award letter of service-connected disability payment or non-service connected pension
- ✓ NA Form 13038
- ✓ DD Form 214 Certificate of Release Discharge from Active Duty

It is VA's expectation that SSVF grantees are able to make an eligibility determination and enroll Veteran families the same day they are screened. Information provided here is also in the SSVF Program Guide at [SSVF Program Guide.pdf \(va.gov\)](#)



Helpful Resources

DD214 SHOWS A DISHONORABLE DISCHARGE; THE VETERAN CONTESTS, SAYING THEY WERE GRANTED AN UPGRADE. WHAT SHOULD THE CASE MANAGER DO?



Helpful Resources

All SQUARES Users are encouraged to watch the [SQUARES Video](#) and complete the 10-minute [SQUARES Online Training](#) prior to applying for access. Refer to [SQUARES Website](#) for access instructions for your specific user type.



Courses	Brief Description of Course Objectives
Lesson 1: Accessing SQUARES	<ul style="list-style-type: none"> • Acquire key tips for applying for a SQUARES account and accessing the system
Lesson 2: Conducting a Single Veteran Search	<ul style="list-style-type: none"> • Explain how to conduct a single search to identify an individual Veteran's benefits and eligibility information • Understand important data in the single search results • Understand the limitations of SQUARES results
Lesson 3: Conducting a Bulk Veteran Search	<ul style="list-style-type: none"> • State how to conduct a bulk Veteran search • Identify important data in the Veteran bulk

Helpful Resources



Website

Training Materials

We strongly encourage you to take the 10-15 minute online SQUARES training course before applying for access or using the tool.

- [Take the online SQUARES Training](#)

The following Quick Reference Guides may also be helpful:

- [Requesting and Accessing Your SQUARES Account](#)
- [Conducting a Single Veteran Search](#)
- [Conducting a Bulk Veteran Search](#)
- [Summary of SQUARES Eligibility Information](#)

SQUARES Managers should additionally make sure they have read the SQUARES Manager Guide:

- [SQUARES Manager Guide](#)

Quick Reference Guides

How do I request SQUARES access?

How you request SQUARES access depends on who you are:

VA Homeless Program Grantees (SSVF, GPD, CERS) and Other Contracted Organizations

Any staff member who works with Veterans at a VA homeless program grantee organization is authorized for SQUARES access. Each organization must select one employee to serve as SQUARES Manager. We will review Manager account requests and approve access if the applicant matches the program manager we have on file for your organization. If your organization would like someone new to serve as SQUARES Manager, have the documented program manager let us know via email at squaresadmin@va.gov.

Once the Manager is approved for access, he/she can use SQUARES to approve Standard User accounts for his/her fellow employees. Only Managers can approve Standard User account requests.

Managers and Standard Users both apply for access online. When completing this application, be careful to use your professional email address rather than a personal email (details).

- [Apply For SQUARES Access](#)
- [Step-By-Step Application Guide](#)

FAQs

Helpful Resources

Issue Details

Case Information

Issue Topic

Modify Existing Organization

Brief Description of the Issue

Either the user or new user first and last name fields need to be filled out

* First Name

* Last Name

* Email

Help Desk

Use this form to create a VA Help Desk Issue Ticket (when you are logged into SQUARES).

Please **do not include PII** in the Help Desk Ticket

If you have login issues, please contact SQUARESAdmin@va.gov

SQUARESAdmin@va.gov will process requests within 24-48 hours.

Volunteers Needed for User Acceptance Tests

User Acceptance Test (UAT) is the last phase of software testing, before the final release or installation of the website or software.

UAT is conducted on the 2nd Tuesday and 2nd Wednesday of the month by the following users: SQUARES User, Manager, Admin.

- 2nd Tuesday: UAT Kickoff Call (1:00-2:00pm EST)
- 2nd Wednesday: One-Hour Independent UAT Test (based on your availability)

UAT Key Objectives

- Provide a demonstration of what will be tested
- Review Acceptance Criteria (Pass/Fail)
- Execute test scripts to ensure they function (as intended)
- Document any problems or defects and provide technical assistance

If you are interested in participating in the UATs, please

- Forward an email to SQUARESAdmin@va.gov
- Insert “**UAT Volunteer**” in the subject line
- Provide your specific user-type (**SQUARES Manager or SQUARES User**)
- Specify the month you would like to participate in the UAT

Volunteers Needed for Focus Groups

We are looking for volunteers to participate in Focus Groups to provide feedback on:

- Updated Training Materials
- Updated Web-Based Training
- Updated Website
- Updated Eligibility Business Logic
- New Creative/Innovative Functionality
- Quarterly Topical Q&A Sessions

If you are interested in participating, please forward an email to SQUARESAdmin@va.gov

- Insert **“Focus Group Volunteer”** in the subject line
- Provide your specific user-type (**SQUARES Manager or SQUARES User**)
- Specify the month you would like to participate

Friendly Reminders for All Users

-  SQUARES works best in Google Chrome! Please avoid using Internet Explorer. **Please do not bookmark the site.**
 -  Refer to the Standard Users or Managers Guide for new access and existing users' login instructions on the [SQUARES Resource Website](#) (Part 1: Request New Account) (Part 2: Access Account) and **Users Resources (when logged in the system)**
 -  Review [SQUARES Video](#) and complete [SQUARES Online Training](#), prior to requesting a SQUARES account
 -  Use the Help Desk Link to report an issue (within the SQUARES Community Site)
(Please do not include personal identifiable information)
 -  Contact SQUARESAdmin@va.gov if you would like to participate in the Focus Groups or User Acceptance Tests (UAT)
 -  Log into SQUARES at least every 30 days to avoid deactivations
If deactivated, please contact SQUARESAdmin@va.gov. Please do not submit a new access request.
- Notify your SQUARES Manager and/or SQUARESAdmin@va.gov (if you leave the organization) so your account can be deactivated

Friendly Reminders for SQUARES Managers

- ! Provide new users with the application instructions and your account information (Organization Name-City/State-Homeless Program, VAMC and CoC) so they can be redirected to the proper organization (when they are automatically routed to you). Approve account requests (24-48 hours of notification). Friendly reminders are sent 7 days after the initial notifications. All application instructions are posted on the [SQUARES Resources Website](#)
- ! Deactivate users that leave your organization (within 24-48 hours of the notification)
- ! Notify SQUARESAdmin@va.gov if you depart your organization, so we deactivate your SQUARES Account.
- ! Review user accounts to ensure they are registered with their business email. If they are using their personal email, please forward their personal and business email to [SQUARESAdmin@va.gov](#) so we can update their account. We encourage all users/managers to use their business email (unless they need to request an exception because they use their personal email to conduct business with VA).
- ! Designate a Replacement Manager (Backup) that could be promoted as the SQUARES Manager to review/approve requests (in the event the regular SQUARES Manager is out for an extended period of time).
- ! Complete the March/September Recertification Process prior to the due date March 30 and September 30 (Notifications will be send out 30 days prior to the due date)
- ! Reactivate accounts that are <90 days of deactivation (as needed) and contact [SQUARESAdmin@va.gov](#) to reactivate accounts that are >90 days of deactivation

Review the SQUARES Managers Guide for instructions and **Managers Resources (when logged in the system)**

Questions and Answers



SQUARESAdmin@va.gov

[SQUARES Website](#)

[SQUARES Video](#)

VA



U.S. Department
of Veterans Affairs

VA SSVF Program Participant Satisfaction Survey

Quarterly Report Review and Updates



AGENDA

- Satisfaction Survey Goals
- Key Roles
- 2nd Quarter Update
- Satisfaction Survey Grantee Activity
- 1st Quarter and 2nd Quarter comparison
- Best Practices
- SSVF Grantee Presentation: Damon Hays, SSVF Program Manager - Transition Projects Inc.
- Poll Question Quiz!
- Resources
- Q&A



VA SSVF PROGRAM SATISFACTION SURVEY

Goals – As of October 12, 2021

- Monitor and enhance the Veteran experience from the VA and Grantees
- Compliance and Performance Requirement
 - **Register all Veterans to participate in the confidential and anonymous Satisfaction Survey**
- Capture quantitative and qualitative Veteran survey response data to glean actionable insights
- Share best practices, seek opportunities to enhance services, and resolve challenge areas
- Continuously improve the registration -> survey -> data reporting process year over year



KEY ROLES

- **VA SSVF Program Office**
 - Administers survey registration, survey (online and phone), data reporting and recommendations
- **Regional Coordinators**
 - Facilitate key messaging to Grantees, and elevate Grantee feedback and observations to the Program Office
 - Monitoring registration data -All Veterans enrolled are registered (except HUD VASH packet referrals)
- **Grantees**
 - Grantee staff and subcontractors register the Veteran just before service conclusion (T-30 days)
- **Veteran**
 - Shares their thoughts through a less than 15-minute confidential survey (multiple choice and open ended)



2ND QUARTER UPDATE

- Increase in the number of registrations – up 61% from 1st Quarter
- Keep up the amazing work!
- Continue to register each and every Veteran (exception HUD VASH packet)
- Stress the benefits of the survey completion
- Provide a space or accommodation to take the survey
- Ensure communicate the survey in completely anonymous
- No pressure or coercion



2ND QUARTER REPORT GRANTEE ACTIVITY

- Review Quarterly report with staff
- Compare performance from 1st Quarter to 2nd Quarter
 - Data to review
 - Registration rate
 - Response rates
 - Changes in overall satisfaction
 - Changes in satisfaction with staff
 - Quality of services
 - Open ended comments
 - Other areas



2ND QUARTER REPORT GRANTEE ACTIVITY CONT.

- Review the total number of registrations (front page of our 2nd Quarter Report)
- Compare to your exit data (January 1, 2022 thru March 31, 2022) to registration – Do they add up?
- Decide on opportunities for growth
- Celebrate areas that have improved



1ST QUARTER VS 2ND QUARTER REPORT COMPARISON

1st Quarter Response Rates

- 5,268 Veterans registered and 837 completed surveys (15.89% overall response rate)
- **49 agencies that have not registered any Veterans**

2nd Quarter Response Rates

- **8,489** Veterans registered and 1,282 surveys completed (15.10% overall response)
- **9 Grantees have not registered any Veterans**
- **22 grantees had at least 5 registrations but zero responses**
- **RC will reach out in the next week to each grantee with low registration numbers**



1ST QUARTER VS 2ND QUARTER REPORT COMPARISON

1st Quarter Satisfaction Rates

Overall Satisfaction/Quality of Services

- 75.75% above average

Satisfaction with Staff

- 73.03% satisfied or very satisfied with the courteousness of communication with the staff person
- 71.53% satisfied or very satisfied with the timeliness of communication with the staff person

2nd Quarter Satisfaction Rates

Overall Satisfaction/Quality of Services

- **76.99%** above average

Satisfaction with Staff

- **79.09%** satisfied or very satisfied with the courteousness of communication with the staff person
- **77.69%** satisfied or very satisfied with the timeliness of communication with the staff person



1ST QUARTER VS 2ND QUARTER REPORT COMPARISON

1st Quarter

Housing Plan

- 78.2% of Veterans were involved in creating an individualized housing stabilization plan
- Of those, 93.03% felt that the housing plan was a good fit for their needs

2nd Quarter

Housing Plan

- 78.32% of Veterans were involved in creating an individualized housing stabilization plan
- Of those, 91.43% felt that the housing plan was a good fit for their needs



1ST QUARTER VS 2ND QUARTER REPORT COMPARISON

1st Quarter

Service Needs

Top Needs

- Rental assistance 83.24%
- Case Management 78.34%
- Security and utility deposits 59.67%
- Assistance with housing counseling 54.5%
- Assistance in obtaining VA benefits 55.30%

2nd Quarter

Service Needs

Top Needs

- Rental assistance 82.68%
- Case Management 81.44%
- Security and utility deposits 56.24%
- Assistance with housing counseling 56.55%
- Assistance in obtaining VA benefits 51.64%



1ST QUARTER VS 2ND QUARTER REPORT COMPARISON

1st Quarter

Receipt of Services

- 78.34% needed case management
- 73.39% rated quality above average

- 83.24% needed rental assistance
- 68.85% rated quality above average

- 59.68% needed security and utility deposit assistance
- 64.76% rated quality above average

2nd Quarter

Receipt of Services

- **81.44%** needed case management
- 72.8% rated the quality above average

- 82.68% needed rental assistance
- 69.62% rated the quality above average

- 56.55% needed assistance with housing counseling benefits
- 62.34% rated quality above average



1ST QUARTER VS 2ND QUARTER REPORT COMPARISON

1st Quarter

Quality of Individual Services

- 11 of the 15 services above average or excellent at least 50% of the time.

Below 50%

- Coordinating transportation benefits 49.81%
- Assistance with childcare benefits 47.83%
- Assistance with moving cost 39.62%
- Assistance with legal benefits 37.35%

2nd Quarter

Quality of Individual Services

- 11 of the 15 services above average or excellent at least 50% of the time.

Below 50%

- Assistance with emergency supplies 48.48%
- Assistance in obtaining and coordinating childcare 34.73%
- Moving cost assistance 40.16%
- Assistance in obtaining and coordinating legal benefits 31.33%



1ST QUARTER VS 2ND QUARTER REPORT COMPARISON

1st Quarter

Open Ended Questions

- 734 quarter one respondents
- 416 expressed that at least one aspect of their experience was positive (56.6%)
- 60 expressed that at least one aspect of their experience was negative (8.1%)
- 137 offered suggestions to improve the SSVF program.

2nd Quarter

Open Ended Questions

- **1282 quarter two respondents**
- 722 expressed that at least one aspect of their experience was positive (56.3%)
- 95 expressed that at least one aspect of their experience was negative **(7.4%)**
- 228 offered suggestions to improve the SSVF program.



2ND QUARTER OPEN ENDED COMMENTS SUMMARY

The case manager that helped me went above and beyond to help me get a suitable living place and to make sure that I had the basic things needed to start living a comfortable life.

All the support and assistance received from SSF was much needed and greatly appreciated.

She took care of my urgent needs in timely manner. I really appreciate that she helped when I did not understand correct placement of what monies were allotted for and exactly how program supposed to work. I felt distressed & overwhelmed she comforted my concerns & understood the purpose, & how program worked and she very professional & very precise at her job!

Kind, courteous, caring, concise and understanding of my limitations. Gave very clear instructions and didn't mind doing it twice or helping me to navigate



- **Ways to increase registrations and responses**
 - Ensure staff buy in – Regularly message the importance of the survey agencywide
 - Share ways to talk about the survey to Veterans
 - It's completely confidential, even from agency leadership
 - It will drive future SSVF services and processes
 - If you create a formal review & improvement process, share what that is
 - It's a way to celebrate providers for a job well done or highlight areas a provider may need to address
 - Consider a handout highlighting benefits of taking the survey as part of your written packet/paperwork to Veteran participants



- **Ways to increase registrations and responses (cont.)**
 - Create as part of your exit procedures a checklist ensuring all grantees are registered
 - Printout of registration in file
 - Consider a second reviewer (supervisor) of exit paperwork to ensure registration occurred
 - Focus on ways to promote survey completions
 - Create a quiet, confidential space at your agency
 - Or bring a laptop to the Veteran
 - Build in time to allow survey completion
 - Consider offering food, water, snacks (not paid for by SSVF 😊)



- **Consider formalizing a survey review and improvement process**
 - **Form a Review Committee to regularly assess trends in your reports**
 - **Consider diverse blend of leadership, frontline, and Veteran members**
 - **Create ways to recognize staff for jobs well done**
 - **Formalize improvement process for service gaps and areas of concern**
 - **Re-evaluate effectiveness of changes made in future meetings**
 - **Add this process within your agency's written Policies/Procedures**

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SSVF Veteran Survey



Exiting

Additional Grants

OR Vets
Alt Grants
Permanent Supportive
Housing (PSH)

When do we do it? How do we prep PTs?

- Talk about exiting plans and strategies semi-frequently with PTs. What are their goals for exit? TFA is only one tool to assist Veterans. Can you phase out TFA and assist with case management services/supportive services? Would the Veteran make a good Shallow Subsidy referral?

How

- After determining Veteran household is ready to exit, schedule exit meeting, review exit documents – mail/give Vet Exit Letter, review/hand Veteran the Grievance Form, and register Vet for the SSVF Survey.
- Lastly, exit Vet/household in HMIS, complete case notes. Turn in file to supervisor within 1 week of HMIS exit.

Over Income, Lack
of Engagement,
Reached Housing
Goals?

Supportive Services for Veteran Families (SSVF) Program Exit Checklist

Veteran Identifier: _____

Date of Entry/Exit: _____

Exit Overview – All Clients Regardless of Housing Status/Exit Type	
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	Household is residing in permanent housing.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Participant is still in contact with SSVF Program.
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Household has resources/supports to sustain housing on current income, if applicable.
<input type="checkbox"/> Yes <input type="checkbox"/> No	A final Housing Stability Plan and goals have been reviewed with household.
<input type="checkbox"/> Yes <input type="checkbox"/> No	A final budget has been reviewed with household.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Housing counseling elements that contribute to stability have been reviewed with participant (e.g. lease requirements, home maintenance, tenant-landlord relationship techniques, etc.)
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Contact has been made with the landlord to verify household has no current lease violations, rental arrears due, or other serious complaints.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Last referrals have been made to connect household to community agencies or resources (e.g. VA medical care, HUD-VASH, PHA, Continuum of Care, Cash Benefits, etc.)
<input type="checkbox"/> Yes <input type="checkbox"/> No	Household has been informed they can reach back out to SSVF in the future if needs arise.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Household agrees they are ready to be exited from SSVF.

Exited for Lack of Engagement, Non-compliance or Other Reason	
<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> Case manager has attempted to contact participant a minimum of 3 times, through all available means, unsuccessfully within the past 30 days.

Exit Requirements for all Households	
<input type="checkbox"/>	Household has been informed in writing of their exit from SSVF, if whereabouts are known.
<input type="checkbox"/>	Household has been registered for, and informed about, the VA exit survey, if whereabouts are known, OR multiple attempts made to contact. <ul style="list-style-type: none"> <input type="checkbox"/> SSVF Participant Satisfaction Survey Completion Form is complete, signed, and included.
<input type="checkbox"/>	Household has been exited from HMIS.

Exit Summary: *Please provide a brief narrative of the services provided to the participant, their progress and outcomes.*

I confirm, to the best of my knowledge, that the above requirements have been completed.

SSVF Case Manager Signature: _____ Date: _____

I confirm, to the best of my knowledge, that the above information is correct.

SSVF Supervisor Signature: _____ Date: _____

Data Quality Report: 30 Days No Service

- QA Staff send out monthly data correction reports to staff, which includes a '30 Days No Service' column for each case manager.
- Info serves as a reminder for staff (if needed) of Veterans needing to exit and Veterans who haven't had engagement in the last month. Prompts the case manager to exit household and register for the survey.



RESOURCES

- Regional Coordinator
- Veteran Satisfaction Survey update on registration:
https://www.va.gov/HOMELESS/ssvf/docs/Compliance_and_Survey_October_8_2021.pdf
- Veteran Satisfaction Survey 1st Quarter Update
https://www.va.gov/HOMELESS/ssvf/docs/Participant_Satisfaction_Survey_March2022.pdf
- Program Manager Academy 2021
[Customer Service Immediate Access, Triage and Response – YouTube](#)
- Team Aptive - Survey questions
vassvf@forsmarshgroup.com or 888-669-6752



LET'S TAKE SOME POLLS!



Q & A